RECONORΛ

Reconora Research · One anonymised merchant day

Payment chaos: one day, 96 providers, 1,198 ways to say the same thing.

> We analysed one anonymised day of a merchant's payment traffic: 1.5 million exchanges with 96 payment providers. The same payment status arrived under 39 different JSON paths and as 318 different values; amounts came in major or minor units; time came in 5 formats; 54.2% of statement lines did not carry the merchant's ID.

One day is one observation, not an industry benchmark. The merchant, its providers and the date are not named; no money amounts are published.

Reconora is an independent payment reconciliation layer for merchants who accept money through dozens of payment providers (iGaming, betting, FX). Your data stays with you: an anonymisation module runs inside the merchant's perimeter; Reconora receives only anonymised artifacts, reconciles them and returns the result.
Updated 18 October 2026. Reconora is operated by FT Trust Services Ltd, Jacki Court 201, 1047 Nicosia, Cyprus. Contact: product@reconora.com

Reconora Research · One anonymised merchant day. The merchant and its providers are not named. One day is one observation, not an industry benchmark. Open data: JSON · CSV · Report (PDF)

Key findings

- **1,198** message shapes
- **3,110** distinct JSON key paths
- **318** raw status values
- **211** provider × error-code pairs

1. **Statuses.** “Payment successful” is a different field and a different word at almost every provider: 39 paths, 318 values, which reduce to 9 meanings. The same word can mean different things at one provider depending on the message.
2. **Amounts.** 190 message rules carry amounts in major units (150.00), 51 in minor units (15000). The unit cannot be guessed from the number — a wrong guess is a hundredfold error.
3. **Time.** Only 32 of 278 message types carry the provider’s own timestamp, in 5 formats including epoch seconds and strings without a time zone. A missing zone moves payments into the neighbouring day.
4. **Identifiers.** The provider may echo your ID, return only its own, or both. 54.2% of statement lines had no merchant ID — they can only be matched through the provider’s ID.
5. **Errors.** 211 distinct provider-and-code pairs in one day; many codes are numeric with no reference, some arrive only as text or an HTML error page.
6. **Topologies.** The same fact arrives by callback, by polling and by repeated polling: 401,255 repeated observations had to be folded so that nothing is counted twice. Orchestrators hide the end provider inside the message.
7. **Statements.** 35 statement formats: headers not on the first row, “150 AZN” in one cell, thousand separators, date and time in different columns, each format with its own time zone.
8. **Noise.** 329,997 records in the log were not provider data at all; 9,635 (0.6%) could not be read and were quarantined with a reason.

What it means for finance

A reconciliation built on lookups and manual mapping is a bet that none of these differences hits your money. In the reconciliation scope of the measured day they produced 809 discrepancies and left 10.1% of turnover unverifiable. See how Reconora handles it · Canonical model · The measured day, outcome by outcome

Scope and limitations

The Payment Chaos report describes one anonymised merchant day. It is a single observation (n = 1): one merchant, one day, the providers that merchant used. The figures show what really happens in a multi-provider payment flow, with exact counts. They do not show how often it happens across merchants, verticals or seasons, and they are not an industry benchmark.

Two scopes are used, and every figure belongs to one of them:

- **The full day** — every message the merchant exchanged with its 96 providers: 1.5 million records. Counts of message shapes, key paths, status values, time formats, error codes and the record balance describe the full day.

- **The reconciliation scope** — the merchant's deposit log (114,065 transactions) reconciled with notifications and statements. Shares of turnover, discrepancies, statement-only payments and the spreadsheet comparison describe this scope.

No money amounts, currencies list, merchant name, geography or date are published. How every number is produced

What each figure counts

Figure	Value	What it counts	Scope
Records	1.5 million	Messages and log lines read in the day	Full day
Providers	96	Payment providers with traffic that day	Full day
Message shapes	1,198	Distinct structures of provider messages	Full day
Key paths	3,110	Distinct JSON paths across all messages	Full day
Raw status values	318	Distinct status words and codes	Full day
Canonical meanings	9	Meanings those values reduce to	Full day
Statement lines without the merchant's ID	54.2%	Share of statement lines	Full day
Repeated observations folded	401,255	The same fact seen again by callback or polling	Full day
Matched	75.9%	Share of turnover confirmed by statements	Reconciliation scope
Nothing to reconcile against	10.1%	Share of turnover with no complete statement to check	Reconciliation scope
Discrepancies	809	Payments in the discrepancy queue	Reconciliation scope
Players charged, not credited	320	Payments declined in the log, successful in the statement	Reconciliation scope
Providers without a statement	26	Providers that sent no statement at all	Reconciliation scope

Method

Figures come from a full-day run of Reconora's engine on anonymised data. Each figure is recorded once, with its internal source and its scope, and the site will not build if a page carries a number that is not in that record. Percentages are shares of messages, rules or turnover in scope; a figure that was not measured is not shown. Methodology

Data and changelog

The structural figures are open: JSON and CSV, each figure with a label, a unit and its scope. You may quote them with a link to this page.

Version	Date	Change
v1.1	2026-10-18	Labels, units and scopes for every figure; CSV copy; scope and limitations section
v1.0	2026-10-16	First publication

Further days may be added later; until then this report stays a single-day observation.

Cite this report

> Reconora Research (2026). *Payment Chaos: how 96 payment providers describe the same payment.* reconora.com/payment-chaos

The measured day, outcome by outcome.

On one anonymised merchant day, Reconora reconciled 114,065 deposit transactions against provider notifications and statements: 75.9% of turnover was matched, 10.1% had nothing to reconcile against, and 809 payments went to the discrepancy queue with a reason. This page walks through that day; it is one observation, not a benchmark.

Reconora Research · One anonymised merchant day. The merchant, its providers and the date are not named. The Payment Chaos report describes the messages of the full day; this page follows the reconciliation scope — the merchant's deposit log reconciled with notifications and statements. How every number is produced

What went in

The merchant exported one day of its orchestrator log, with the provider messages it records, and the providers' statements. The logs were anonymised on an ordinary laptop at the merchant's site in 40.3 minutes and the statements in 2.9 minutes; the whole run to the first result took 63.1 minutes of machine time. The reconciliation scope held 114,065 deposit transactions.

Matched: 75.9% of turnover

A matched payment is one where the merchant's log, the provider's notification and the provider's statement agree on the payment, its amount and its outcome. That share of turnover could be booked with confidence. A spreadsheet lookup on the same day "found" 75.5% of log IDs in the statements, but only 74.4% of lines truly agreed: 690 lines were found and still wrong. Spreadsheet vs Reconora

Differs in facts: 1.3% of turnover

Differs in facts means the sources disagree on whether a payment happened or how it ended. On the measured day that included 320 payments declined in the log and successful in the statement — players charged but not credited — and 61 payments the other way round. A further 317 payments appeared in a statement with no record in the merchant's log, and 51 were missing from a statement that should have held them. Reversed outcome

Differs in money: 0.1% of turnover

Differs in money means the sources agree on the payment and its outcome but not on the amount. The share is small on this day, and every such payment carries the stated difference, so it can be reviewed and, where provable, raised with the provider instead of disappearing into a rounding line.

Nothing to reconcile against: 10.1% of turnover

Nothing to reconcile against is volume with no document to check it: 26 providers sent no statement at all, some statements were missing for a currency, and some held only part of the provider's payments for the day. At one provider the log showed 1,207 successful payments while its statement listed 314 — 26%. Booking the difference as a debt would have been wrong; requesting the full statement was the right step. Nothing to reconcile against

Awaiting a statement: 12.6% of turnover

Awaiting a statement is not a discrepancy: the provider's statement does not cover that hour yet. Payments near midnight are the typical case — 464 lines sat at the day edge and wait for the neighbouring day's statement. Separately, 14,191 transactions had no final status from the provider at the end of the day; they are tracked until one arrives. Day edge

What came out

The day produced 809 payments in the discrepancy queue, each with a reason and the address of its source rows, and 11 claim candidates covering 128 payments, grouped by provider and problem with their evidence. Blind spots were listed by provider and currency, so the merchant knew which statements to request first. Discrepancies and claims

What one day can and cannot tell you

One day shows what happens, with exact counts. It does not show how often the same patterns occur at other merchants, in other verticals or in other seasons. Your providers, currencies and statements set your own mix — which is why the pilot measures one day of your own data.

Data and contact

Open data: reconora.com/data/payment-chaos-facts.json and reconora.com/data/payment-chaos-facts.csv. Methodology: reconora.com/methodology. You may quote the figures with a link to reconora.com/payment-chaos.

Measure one day of your own payments in a free pilot: reconora.com/pilot · product@reconora.com